Using Help Desk (Eduphoria)

Why?

<u>What is Eduphoria anyway</u>? <u>And why should I use Help Desk</u>?
You probably know Eduphoria from PDAS. This can be a powerful tool to help keep our district flowing smoothly. If you have not looked at Eduphoria you need to take some time to explore the other areas. If you would like more training on Eduphoria contact your favorite campus 'Lion Geek' or log into <u>Helpdesk</u> and request a Training session. <u>Helpdesk</u> is another part of Eduphoria.

When you submit a request several things happen:

1) <u>A "Paper" trail is created</u>. This allows a record of your computers' issues. So if the issue continues there is proof of why you need a newer computer.
2) <u>The work order will go to the Technology Specialist that works *your* campus **most**</u>. Sometimes though, that Tech is busy so be sure to include as much detail as possible in the work order.
3) <u>There is a system in place</u> so that work orders are checked on, so the work order doesn't sit open with nothing being done. *This process is not available for emails*!
4) <u>The work order is also viewable by the Director</u>. He does check the work orders, often.

Logging In

1. Go to www.livingstonisd.com
2. Choose **Staff →Employee Quick Links**.
3. Click the **Eduphoria** link.
4. Choose **helpdesk**.
5. Login with the same login and password you use to log into the computer each morning.

Selecting a Problem Type

1. Click on your problem type. (My Computer, Printer, Projector/Smartboard, etc.)

2. Some areas will have a sub-screen. Click on the area that best describes the item with which you are having problems.

Entering Your Request

1. Campus: Add the campus or location where you are having the issue.
2. Room: Add the room number. If you are unsure of the room number, be as descriptive as possible (example: closet next to restroom.)
3. Preferred Time: If any time is okay for the Tech to come do nothing here. The Drop down menu has the day broken up by hour starting at 7 am down to 4 pm; choose the time closest to your conference time or the best time for the Tech to come to your room.
4. Computer Type: is this a Teacher or Student computer?
5. Detailed Request: Include information such as error messages, software you are having trouble with, how often the error occurs, has this happened before, Computer name if known, etc. You can NOT be too wordy here. The more you say the better we will be able to help you.
6. Attachments: Attachments might include a screen shot of an error message or a document that you need help with.

[Screen Shot: Hold the 'Ctrl' button & Push 'Prt Scr' button. Open PAINT program and paste in the Screen Shot. Save the document, click attach in Eduphoria to add it to the work order]

7. Click Submit Request (bottom right side of screen.)
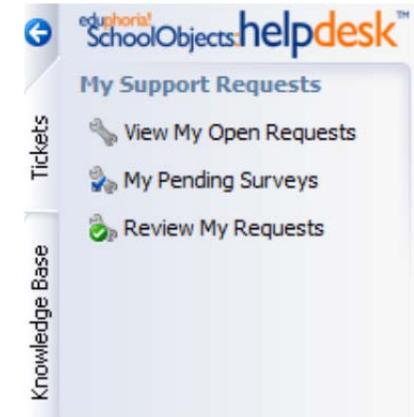
Reviewing Requests

On the left menu, you can View My Open Requests, My Pending Surveys, or Review My Requests.

1. <u>View My Open Requests</u>: a list of all open requests in order from oldest to newest. You can click on any request in the list to view the specific details and update that request
2. <u>My Pending Surveys</u>: random tickets are assigned a survey to ensure customer satisfaction. You will find surveys that have not been completed in the My Pending Surveys tab. If your closed ticket has a survey, you will see a tab labeled "Survey".
3. <u>Review My Requests</u>: You can see the details of closed requests here.

Editing a Request

1. <u>Adding additional requestors</u>: Click the + sign next to your name and type in first & last name or search for additional names you wish to add.
2. <u>Add Note</u>: You can add a note to the assigned technician, and the technician can respond to your note. Any notes or updates, by you or the Tech, to your work order will be included in the closed work order.
3. <u>Attachments</u>: You can add an attachment after the request has been assigned.
4. <u>Delete</u>: You can request that the ticket be deleted.
5. <u>Email Ticket</u>: You can forward the ticket by clicking Email Ticket. You can also email the assigned technician by clicking on the linked name (Assigned to:)
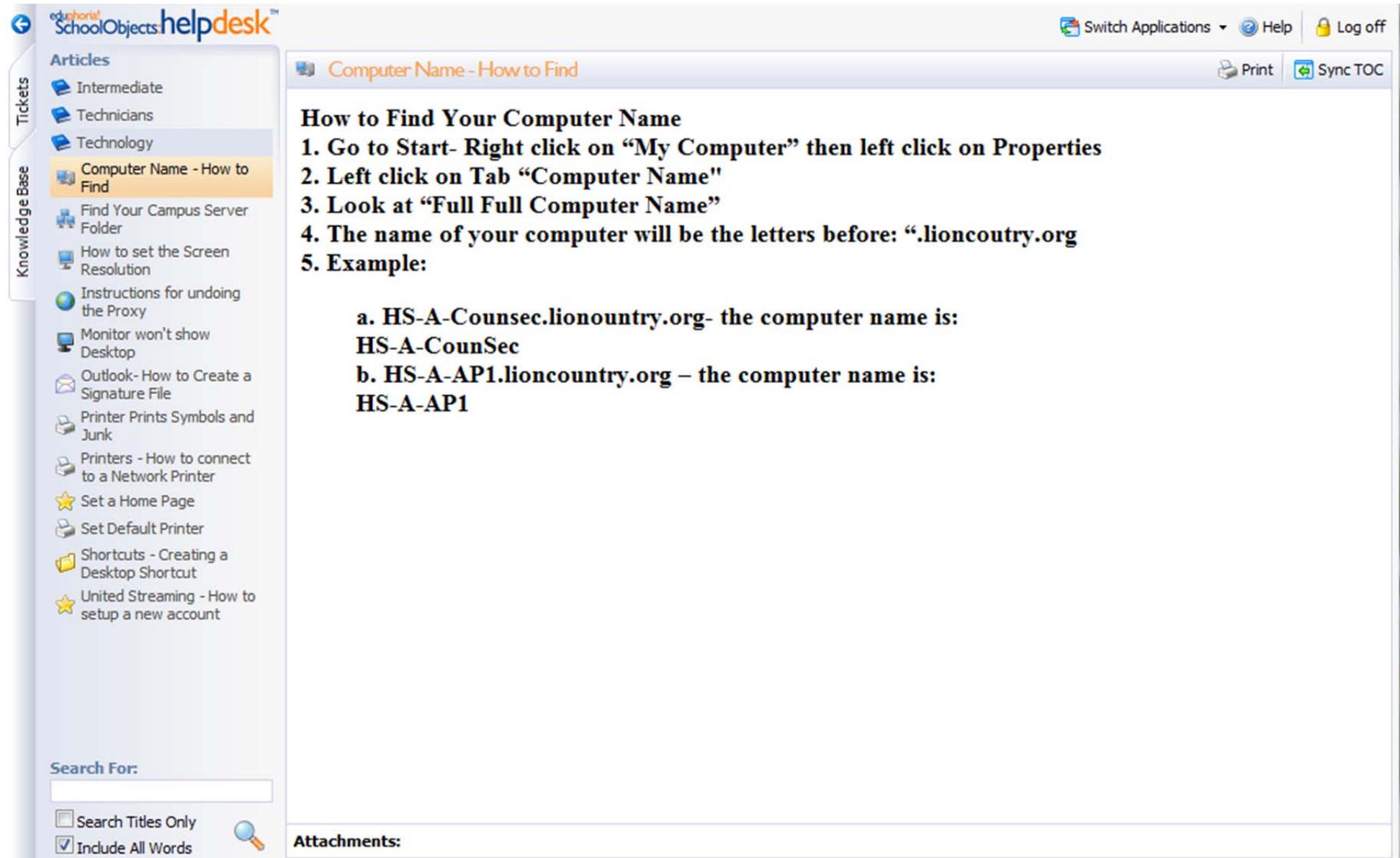
My Support Requests

- View My Open Requests
- My Pending Surveys
- Review My Requests

Add Note | Email Ticket

From: Jackson, Karen +   8/3/2011 9:25 PM
Request ID: 210   **Due:** Not Set
Assigned To: Nichols, Thomas   **Priority:** Normal **State:** Open
Laptop **Room:** 41   **Campus:** Bonham Middle School
Phone No: 7865

Details | Statistics

Request Details   8/3/2011 9:25 PM

Please help me set up MicroType for the Computer Basics Class.

Note by Nichols, Thomas   8/3/2011 9:26 PM

I need to check with the company for updates. I'll call you when I hear back from them.

Note by Jackson, Karen   8/3/2011 9:27 PM

I won't be available on Friday, Aug. 6th or Monday, Aug. 9th.

Knowledge Base

Click on the Knowledge Base tab on the far left to find answers to commonly asked questions.

1. Click on the topic you wish to explore.

2. Click to view the help document that has been attached.

3. Click Print Article for Knowledge Base items that aren't attachments, but are displayed in the large white center area.